

M e m o r a n d u m

To: Panel Members Date: September 22, 2006

From: Dolores Kendrick, Manager Analyst: N. Weingart

Subject: One-Step Agreement for **COMMUNITY CAREER DEVELOPMENT, INC. (W2W)**

CONTRACTOR:

- Multiple Employer: Grant Recipient
- Training Project Profile: Job Creation: Training Of Unemployed Workers
CalWORKS Recipients
- Legislative Priorities: Displaced/Potentially Displaced Workers
- Type of Industry: Various Industries
- Repeat Contractor: Yes
- ETP Trainees Represented by Union: No
- Name and Local Number of Union
Representing ETP Trainees: N/A

CONTRACT:

- Program Costs: \$216,240
- Substantial Contribution: \$0
- Multiple Employer Support (12%) \$20,725
- Total ETP Funding: \$236,965
- Total In-kind Contribution: \$0
 - *Trainee Wages Paid During Training:* \$0
 - *Other Contributions:* \$0
- Reimbursement Method: Fixed-Fee
- County(ies) Served: Los Angeles
- Location of Training: 100% Center Based; 0% Employer Site

INTRODUCTION

Community Career Development, Inc. (CCD) is a non-profit, community-based organization established in May 1972. It engages in a wide range of workforce development activities and operates the Wilshire-Metro WorkSource Center. The WorkSource Center promotes local economic development by providing services to businesses to help meet their workforce needs and to assist community residents who are in need of training or are seeking employment. CCD is eligible to provide ETP-funded training in accordance with California Unemployment Insurance Code Section 10205(c)(4) as a grant recipient or administrative entity selected pursuant to the federal Workforce Investment Act.

CCD proposes new hire training for unemployed CalWORKS recipients or recent exhaustees. Trainees must be eligible for or receiving CalWORKS benefits at the start of training, or must have been receiving said benefits within a year of the start of training.

MEETING ETP GOALS AND OBJECTIVES

CCD proposes training that will further the following ETP goals and objectives:

- 1) Support training for displaced workers to foster creation of skilled jobs in manufacturing and other industries.
- 2) Support training for current or former CalWORKS recipients.
- 3) Encourage investment in human resources development that promotes California industry through productivity and product quality enhancements.

TRAINING PLAN TABLE

Grp/Trainee Type	Types of Training	No. Retain	Class/Lab Videocnf. Hrs.	No. CBT Hrs.	Cost Per Trainee	Hourly Wage After 90 Days
New Hire Welfare to Work Job 1 Clerical	Business Skills, Computer Skills, Commercial Skills Other Skills (Learning and Workplace Skills; Resume Prep & Job Search Skills)	25	60-300	0	\$5,589 average	\$9.00 - \$12.00
New Hire Welfare to Work Job 2 Healthcare	Business Skills, Computer Skills, Commercial Skills Other Skills (Learning and Workplace Skills; Resume Prep & Job Search Skills)	15	80-320	0	\$5,216 average	\$9.00 - \$18.00
New Hire Welfare to Work Job 3 Security	Business Skills, Computer Skills, Commercial Skills Other Skills (Learning and Workplace Skills; Resume Prep & Job Search Skills)	10	44-102	0	\$1,900 average	\$9.75 - \$20.00
Wages After 90-Day Retention*						
<u>Occupation</u>						
Clerical/General Office/Administrative Staff (clerk, receptionist, secretary, administrative assistant, accounting clerk, data entry, customer service representative, order processing)						
Healthcare						
❖ Certified Nurse Assistant (CNA)						
❖ CNA/Home Health Aide (HHA)						
❖ CNA/HHA/Acute Care						
❖ Phlebotomist						
❖ CNA/HHA/Acute Care/Phlebotomist						
Security Guard						

TRAINING PLAN TABLE (continued)

<u>Health Benefits Used To Meet ETP Minimum Wage:</u> N/A Health benefits were not used to calculate the minimum hourly wage in this Agreement. However, benefits estimated from 15% to 25% of the hourly wage rate may be added after a trainee's 90-day retention period.	<u>Turnover Rate</u> N/A	<u>% Of Mgrs & Supervisors To Be Trained:</u> N/A
<u>Other Employee Benefits:</u> Other employee benefits will vary by employer.		

COMMENTS / ISSUES

Frontline Workers

All participants in this project meet the Panel definition of frontline workers under Title 22 California Code of Regulations, Section 4400(ee).

Trainee Population

All trainees will be CalWORKS recipients within the meaning of the Panel's Welfare to Work (W2W) guidelines.

Production During Training

The proposed Contractor agrees that during ETP-funded training hours, trainees will not produce products or provide services which will ultimately be sold.

High Training Costs

The Panel's W2W guidelines state: (1) "The standard cap on training hours for retrainees (200 hours) does not apply" and "The standard cap on new hire trainee costs (\$4,740) may be exceeded for good cause."

The proposed Contractor is requesting a waiver to the standard reimbursement cap for new hire trainees that may potentially complete a large number of training hours. The majority of the 25 clerical trainees are expected to complete 300 hours of training (\$5,590), while a few of the healthcare trainees may complete all four courses totaling 320 hours (\$5,962). The Contractor's representative indicated that clerical training is comprised of occupation-specific skills and job search/workplace skills for successfully finding and keeping a job. Prior CCD experience has shown that clerical trainees generally need more training hours than other occupations since there are several basic skills involved and the labor market is more competitive. Healthcare training, on the other hand, may be extensive based on the number of certificates a trainee chooses to complete; trainees that complete all four skill areas will be placed in higher paying positions.

COMMENTS / ISSUES (continued)

The Contractor indicated that the number of vocational skills hours was determined through prior CCD experience and extensive interviews with employers and employer advisory groups, and was determined necessary to meet labor market demands for securing employment. Since many of the prospective trainees lack any significant job skills or work history, more extensive preparation is required to move them from into the workforce. The Contractor has indicated that better prepared graduates are more like to find employment.

Minimum Wage Waiver Request

The Panel's W2W guidelines state: "The Panel may waive the ETP wage requirement to 25% below the ETP minimum wage (wage may include health benefits)."

The CCD representative states that they are targeting a starting wage of at least \$10.75 per hour or higher for all occupations (without health benefits). However, there are many difficulties associated with placing newly-trained individuals from the welfare population: finding suitable employment for people with a limited work history in competition with other job seekers, dealing with transportation issues and distance to work, and suitable child care often limit job prospects. To overcome these obstacles, CCD is requesting a waiver to the standard ETP minimum wage for approximately 25% of the trainees who may be placed at a starting wage of \$9.00 to \$9.75 per hour (7% to 16% below \$10.75).

The CCD representative stated that based on extensive experience working with the welfare-to-work population, an entry-level job with potential for growth represents an opportunity to for employment and a chance to climb career ladders to earn higher wages. Although some employers and industries may not offer salaries that meet ETP's minimum rate, entry-level positions do provide solid work experience and an opportunity to hone job skills, thereby establishing the professional credentials necessary when applying for higher wage positions.

Although CCD is targeting jobs that will pay at or above the ETP's minimum new hire wage, there may be instances where compensation is lower for entry-level positions filled by individuals with limited or no work experience. Nevertheless, it is likely that following the initial 90-day retention period, salaries will increase and employer-paid benefits will be offered. CCD intends to maintain communication with trainees to provide professional guidance, ensure that they remain focused on their goals, and encouraged them to continue vocational training in preparation for careers and higher wage positions.

Other Public Funds

Government funds will also be provided by GAIN/DPSS and WIA for transportation, childcare, books, materials, uniforms and other ancillary support services. Literacy Network of Greater Los Angeles, a non-profit organization, will provide free tutoring and adult workplace literacy services. Dress for Success is available to provide clothing for the trainees in preparation for job interviews.

RECOMMENDATION

Staff recommends that the Panel approve the One-Step Agreement, and waivers to the minimum wage and funding cap. This recommendation is based on the fact that CCD will train unemployed CalWORKS recipients and place them into jobs with career potential and the likelihood of long-term employment.

NARRATIVE

CCD is the operating agency of the WorkSource Center located in the mid-Wilshire District of the City of Los Angeles. CCD's 12 full-time employees engage in a variety of economic development activities serving local businesses in need of workers and residents in need of training and/or employment.

The CCD representative stated that according to the Bureau of Labor Statistics and the Employment Development Department there are more CalWORKS recipients in Los Angeles County than in 48 of the 50 states. According to the Department of Social Services "Job Creation Plan", Los Angeles County must not merely prepare, train, and provide services to this population, but also place CalWORKS recipients into jobs. CCD is prepared to meet the challenges of training and placing individuals in Los Angeles County where the unemployment rate is 6.4%, one of the highest of any major urban area in the nation.

Consequently, CCD is proposing to train 50 CalWORKS recipients for jobs with participating Los Angeles areas employers. Trainees will be placed in targeted industries such as healthcare (convalescent facilities, hospitals and home health); security and loss prevention; and various businesses in need of employees with general office/clerical skills (hospitality, real estate, financial, retail, medical, entertainment, and cosmetics). The goal is to move welfare recipients to financial self-sufficiency through education, job training and placement in career ladder employment opportunities with at least a living wage compensation.

Training will include job-specific **Business Skills**, **Commercial Skills**, **Computer Skills** and **Other Skills** (learning and workplace skills, resume prep and job search skills). General office and clerical trainees will receive from 60 to 300 hours of class/lab training. Security guard trainees will receive from 44 to 102 class/lab hours, and must pass a State of California exam administered by the training institution after graduation (test results are normally available within one week of the exam). Healthcare trainees will receive from 80 to 320 hours of class/lab training in one or more of the following: 160 hours of Certified Nurse Assistant (CNA); 40 hours of Home Health Aide (HHA); 40 hours of Acute Care; and/or 80 hours of Phlebotomist training. At least 75% of each trainee's curriculum will be in job-specific vocational skills; other skills will amount to no more than 25% of a trainee's curriculum.

Training will be given by Central Nursing College, Career Development Institute, East Los Angeles Occupational Center, East San Gabriel Valley Regional Occupational Program, Los Angeles City College, and Los Angeles Valley College staff. Classes will be held at CCD facilities and at other school locations in Los Angeles County.

NARRATIVE (continued)

Marketing and Employer Recruitment

CCD representatives outlined an aggressive marketing campaign to target local businesses in high-growth industries with identifiable workforce needs. For businesses, this program will provide a viable solution to the problem of having unskilled and/or labor shortages.

CCD explained that it has a successful track record providing professional recruitment, pre-screening, assessment, individual case management, and follow-up and retention services to small, mid-size and large companies. In addition to its reputation for high performance in the business community, CCD has direct access to industry professionals and key executives through its membership in the Los Angeles Chamber of Commerce and Logistics Working Group Coalition, as well as its associations with organizations such as the Workforce Investment Board and Community Development Department of the City of Los Angeles; the State of California Employment Development Department; Korean American Chamber of Commerce; Sheriff's Clergy Council; Minority Business Development Agency/University of Southern California; University of California Los Angeles School of Public Affairs – Department of Urban Planning; and Fashion Business Inc.

CCD works closely with educational partners to customize, monitor, and tailor training curriculum to meet employer workforce needs. CCD's marketing plan emphasizes the potential benefits of implementing an industry-driven training program for potentially long-term employees.

Curriculum Development

To meet industry-specific employer needs, CCD and its educational partners conducted interviews with business executives in high growth industries to determine their skill sets. For example, Los Angeles City College conducted focus groups with local businesses that indicated an extreme need for soft skills training and for employees who are computer literate and customer service friendly. For the healthcare component, employers reviewed the Certified Nursing Assistant (CNA) and Home Health Aide (HHA) training curriculum to ensure that they satisfy current industry requirements. In accordance with State of California regulations, each educational institution holds an annual meeting with its advisory body (hospital and convalescent home representatives) that must approve program content and curriculum to ensure compliance with Board of Nursing guidelines.

CCD encourages participating employers to provide continuous feedback on the effectiveness of the training and how the curricula can be improved to continuously meet employer and industry requirements.

Trainee Recruitment

CCD is centrally located in a major transportation corridor, accessible to CalWORKS recipients residing throughout Los Angeles County using public transportation. CCD conducts extensive outreach campaigns through flyer distribution in association with its collaborating partners such

NARRATIVE (continued)

as community, faith-based, and non-profit organizations, City and County WorkSource Centers, other government agencies, and public housing developments.

CCD has long-standing working relationships with many Los Angeles County Department of Public Social Services/DPSS-GAIN Regions, Women Infants Children (WIC), CalWorks, and the Torres Martinez Tribal TANF (Temporary Assistance for Needy Families) (TMTT). Presentations will be made both for CalWORKS/TANF recipients as well as GAIN staff who will assist in identifying eligible participants. Eligible participants will be contacted via telephone and/or mail and by displaying and distributing recruitment flyers.

In addition, CCD presentations will be made at regularly scheduled GAIN sponsored activities including Time-Limit Workshops, Job Club and GAIN sponsored Job Fairs. The marketing/recruitment plan also includes presentations at TMTT, Los Angeles County Office of Education (LACOE) Job Club sites, and CalWORKS offices. CCD will serve ETP eligible trainees that have been pre-assessed by the GAIN office (according to math and reading levels as well as occupation preference).

SUBCONTRACTORS

The following subcontractors will provide training services for an amount to be determined prior to the start of training, which in no event shall exceed 13% of payment earned:

Central Nursing College, Los Angeles, California
Career Development Institute, Los Angeles, California
East Los Angeles Occupational Center, Los Angeles, California
East San Gabriel Valley Regional Occupational Program, Covina, California
Los Angeles City College, Los Angeles, California
Los Angeles Valley College, Van Nuys, California

THIRD PARTY SERVICES

Hazel Brown, Los Angeles, California assisted in the preparation of the ETP Application at no charge to the Contractor.

PRIOR PROJECTS

The following are completed project statistics for ETP Agreements with this Contractor within the last five years:

Agreement Number	Location (City)	Term	Contract Amount	Amount Earned	<i>Planned In-kind Contribution</i>	<i>Reported In-kind Contribution</i>
ET03-0297	Los Angeles	04/07/03-04/06/05	\$145,440	\$45,450 (31%)	\$84,210	\$26,108

The low completion rate was due to change in management and project staff. Most of the training took place towards the end of the contract term when new staff took over. The same staff will administer this contract stating that they have gained valuable experience during that time in delivering, administering, setting goals, and utilizing the ETP online database, which will allow their organization to be more successful in this proposal.

Community Career Development, Inc.

MENU CURRICULUM

Class / Lab Hours

44 - 320

The curriculum is organized by occupation. Course topics are comprised of Business Skills, Computer Skills, Commercial Skills; and Other Skills (learning and workplace skills, and resume writing and job search skills). Occupation/job-specific vocational skills must equal at least 75% of a trainee's ETP curriculum hours. Other skills training together may not exceed 25% of a trainee's ETP curriculum hours.

Trainees may receive any of the following:

General Office /Clerical / Administrative

(Los Angeles City College)

Class/Lab Hours: 60-300

The Office Professional / Office Environment

- Review principles of grammar, punctuation, and proofreading
- Open and close office environments, security, human relations, ergonomic furniture and equipment, health issues

Time and Task Management

- Prioritizing work, keeping schedules, electronic calendaring, written calendaring, tick file.

Successful Public Relations

- Working with people with diverse backgrounds and languages, office protocol, research techniques, telephone techniques (friendly voice, helpful, etiquette, courtesy)

Document Origination & Preparation

- Types of office documents
- Communication ladder

Composition of Communication

- English Review, Keep it Simple and Concise
- Respond in a Timely Manner, Representing the Company, your attitude is showing
- Sorting mail, recording and stamping incoming mail, delivery response
- Letter and Memorandums, Packages, Electronic Mail, FAX, U.S. Postal Services, Special Handling, Overnight Mail, Registered Mail, Certified Mail

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MENU CURRICULUM (continued)

General Office /Clerical / Administrative

Reports and Written Documents

The formal report, documentation, charts, and graphics

Travel Arrangements / Meeting and Conferences

- Hotel and Travel reservations, itineraries
- Decision-making while the boss is away, keeping in touch and follow-up
- Plan meetings and conference, prepares agendas, minutes of meetings, related telephone queries

Computer Applications

- Alphabetic and numeric touch typing with speed and accuracy
- Format simple letters and reports with speed and accuracy
- Set tabs and margins, adjust spacing, and center text
- Introductions to the typical automated office environment and basic computer software
- Introductions to basic levels of word processing using Microsoft Word
- Utilize MS Word functions to create, compose, edit memos, letters, reports, and fax cover sheets procedure documents in an office environment.
- Communication skills that enhance their grammar, spelling sentence structure, composition and use of different formats

Community Career Development, Inc.

MENU CURRICULUM (continued)

Certified Nurse Assistant / Home Health Aide / Acute Care / Phlebotomy
(Central Nursing College/Career Development Institute/ELA Occupational Center
East San Gabriel Valley Regional Occupational Program)
Class/Lab Hours: 80-320

Certified Nurse Assistant (160 hours)

- Role/Responsibilities of CNA, Regulations, Title 22 Overview, OBRA22,
- Compare California Administrative Code, Title 22, Section 72527, with Federal Regulation 483.10 of Title 42 regarding resident rights
- Professionalism, Ethics and Confidentiality
- Explanation of the purpose of a long-term facility, long-term patient care, needs, developmental disorders, etc.
- Communication, Defense Mechanisms, Socio-cultural factors
- Attitudes, Illness and Healthcare
- Medical and Surgical Asepsis, Micro-Organisms, Universal Precautions, Basic principles of Asepsis, isolation
- Body Mechanics, basic rules, transfer techniques, ambulation
- Use of body mechanics and positioning techniques, range of motion (ROM)
- Rehabilitative Nursing, Patients with complex medical needs/post-operative, head injuries, wound suction devices, a Tracheotomy
- Promoting patient's potential
- Devices, equipment, ADA (Activities of Daily Living)
- Family Interactions
- Complications of inactivity, ambulation, range of motion
- Prevention and Management of Catastrophe and Unusual Occurrences
- Emergency, General Safety Rules, Fire and Disaster Plans
- Roles of the CNA, Patient Safety
- Signs and symptoms of distress, Emergency Codes
- Safety rules to follow for residents receiving oxygen therapy
- Basic Emergency Care; Immediate and temporary intervention, choking, Heimlich maneuver, mouth to mouth ventilation, correction airway obstruction
- Nutrition, Feeding techniques, Proper nutrition, Diet Therapy
- Vital Signs, purpose of taking vital signs and factors affecting vital signs
- Methods of measurements; temperature, pulse, respiration, blood pressure
- Normal ranges, Abnormalities, Recording
- Patient Care Procedures/Patient Care Skills
- Dressing, Oral Hygiene, Hair care, shampooing, Medicinal shampoo, nail care and shaving, Care of a Prosthetic Device (artificial limbs, eyes, and hearing aids), Bathing, Medicinal Baths, skin care
- Weighing and measuring the patient, metric system, weights, length and liquid volumes, military time, the 24-hour clock
- Observation and Charting, Medical terminology and abbreviations: patient care plan, patient care documentation methods of measurement, legal issues of charting
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Community Career Development, Inc.

MENU CURRICULUM (continued)

Certified Nurse Assistant (160 hours)

- Collection of specimens, care of patients with tubing, intake and output, bowel and bladder retraining
- Elimination needs, cleansing enemas and laxative suppositories, bandages, non-sterile dressings, application of non-legion topical ointments to intact skin surfaces

Certified Nurse Assistant / Home Health Aide / Acute Care / Phlebotomy

- Admission, transfer, discharge
- Long-term Care Patient, needs, developmental disorders
- Introduction to Anatomy and Physiology
- Physical and behavioral needs and changes, community resources available, Psychological, social and recreational needs
- Death and Dying, stages of grief, emotional and spiritual needs of the patient and family, Rights of the dying patient, hospice, signs of approaching death, monitoring the dying patient, comfort measures, post-mortem care
- Subacute Care in Long Term Care, Patients with an IV, Analgesic Pump

Home Health Aide (40 Hours)

- Home Health Care roles and responsibilities, organization, time management, daily work schedules, communication, accommodation, social needs, personal care, family plan

Acute Care (40 Hours)

- Acute care hospital organizational structure, managed care within the health care delivery system
- Impact of regulatory agencies on patient care; job description and legal implications,
- Role of preceptor/mentor, collaboration, delegation of responsibilities, time management, and supplies
- Communication and documentation, shift reporting, special requests, reporting patient changes, accidents, unusual incidents, injuries, falls and errors
- Use of computers in health care and role of the nurse assistant
- Maintaining a safe and secure environment, body mechanics, electrical safety hazards, application of side rails, restraints, and postural supports, category-specific isolations, handling of hazardous materials, sharp instruments, body fluids

Community Career Development, Inc.

MENU CURRICULUM (continued)

Acute Care (40 Hours)

- Pre-operative care measures, post-operative phase and recovery and therapy
- Gastrointestinal/nutritional care, basic purpose/function of gastrointestinal (GI) system
- Identification and preparation of GI diagnostic tests
- Respiratory care, anatomy and physiology of the respiratory system
- Factors that affect our ability to breath, signs and symptoms, common disorders
- Maximizing lung expansion, patient assistance with breathing procedures
- Equipment use and care
- Common test/procedures performed for determining cause/status of respiratory problems
- Basic care for receiving oxygen cylinders
- Orthopedic care, anatomy and physiology of the musculoskeleton system
- Common orthopedic diseases/disorders and related nursing care
- Common complications, performing neurovascular checks, steps to prevent complications of immobility
- Basic principles and identification of traction and care, cast care, orthopedic devices, joint replacements, body mechanic use of assistive devices
- Neurological care; basic anatomy and physiology of the nervous system
- Common neurological disorders and conditions of the nervous system
- Common tests and diagnose, abnormal signs, symptoms or behaviors, recognizing signs and symptoms of swallowing
- Patient care for seizures, neurosurgery, head trauma, spinal cord injuries and cancer
- Oncology, immunosuppression, death and dying
- Identification of common signs and opportunistic information related to AIDS, HIV transmission and special care
- Obstetrical, neonate and pediatric patient and care
- Normal prenatal and postpartum care, perineal care, signs and symptoms of urine retention in postpartum patients
- Newborn care, methods of safe holding, safe environment care, hospitalization, assisting with discharge procedures and family instruction

Phlebotomist (80 Hours)

- Didactic; infectious control, universal precautions and safety, basic anatomy and physiology of organ systems, circulatory system, proper selection and preparation of skin puncture site and antiseptics
- Blood collection, equipment, tubes, and additives, proper order of draw, practical experience in butterfly, syringe, and finger puncture techniques, venipuncture with vacutainer
- Biohazards, infection control, blood borne pathogens, anticoagulation theory, communication, interpersonal relations, stress management, quality assurance accurate lab results, selection of equipment, specimen transport and processing
- Practical testing successful venipunctures and skin punctures

Community Career Development, Inc.

MENU CURRICULUM (continued)

Security Guard and Loss Prevention

(East San Gabriel Valley Regional Occupational Program)

Class/Lab Hours: 44-102

Basic Security Guard (44-78 Hours)

- Power of Arrest
- Public Relations
- Observation and Documentation
- Communications and its significance
- Liability/Legal Aspects
- Law and Liability
- Personal Safety
- Disasters and Emergencies
- Evacuation Procedures
- Handling Difficult People
- Mediation/conflict Resolution
- Work Place Violence
- Report Writing
- Firearms
- Chemical Agents
- Baton
- Weapons of Mass Destruction

School Security Guard (24 hours)

- Role and Responsibility of School Security
- Law and Liability
- Security Awareness in the Educational Environment
- Mediation/Conflict Resolution
- Dynamics of Student Behavior
- Disasters and Emergencies

Community Career Development, Inc.

MENU CURRICULUM (continued)

Learning and Workplace Skills
Resume Preparation and Job Search Skills

Class/Lab Hours: Variable by Occupation

These courses will total no more than 25% of a trainee's curriculum.

Blueprint for Workplace Success
(Los Angeles City College)

Self Discovery – Career Assessment

- Deciding what you want for your life as a whole, and your life as a working professional
- Identifying transferable skills and employability skills

Managing Your Time – Goal Setting

- Time saving techniques: personal planning, organizing, building upon personal qualities
- How to keep track of your personal hours, work hours, filling out a bi-weekly time record of hours

Realities of the Job Market

- Realities that apply to the job market
- Various job search methods to find the right job
- Differences between listed qualification and skills needed to actually perform the work
- Steps in the hiring process

Workplace Skills for Today's Employees

- Basic skills, thinking skills, personal qualities
- Competencies: resources, interpersonal skills, information, systems, technology
- Personal rating system of workplace skills

Using Effective Communication

- Focus on listening; rules for good listening
- Non-verbal communication, focus on body language
- Communicating at work
- Language etiquette
- Using appropriate language

Community Career Development, Inc.

MENU CURRICULUM (continued)

Learning, Workplace, Resume Prep and Job Search Skills

Contacting Employers

- Finding a future employer, match-making system
- Ten tips for approaching employers in person
- Completing a job application
- Preparing a resume, resume skills list
- Writing a cover letter
- Getting a good reference

Getting Hired-Workplace Issues, Paperwork & Finances

- Laws governing employment, employer rights
- Papers needed for employment: sample forms- W-4, I-9
- Reading and interpreting a paycheck, paystub
- Opening a checking or savings account, completing a signature authorization card
- Writing checks, keeping a running balance, reading a bank statement
- Develop and maintaining a budget; my personal budget

Preparing for the Job Interview

- Interviewing “should’s” vs “should not’s”
- Developing responses to typical interview questions

Keeping Your Job

- Good workplace skills and manners
- Ideas for keeping a job
- Most common reasons for getting fired
- Dealing with problem situations
- Decision-making methods, the planning method

Resume Preparation and Job Search Skills
(Los Angeles City College)

Resume Preparation

- Discuss Resume Preparation
- Identify and Evaluate Various Resume Types
- Take the Resume Test

Community Career Development, Inc.

MENU CURRICULUM (continued)

Resume Preparation and Job Search Skills
(Los Angeles City College)

Resume Worksheet

- Discuss Resume Worksheet
- Complete Resume Worksheet

Learning, Workplace, Resume Prep and Job Search Skills

Chronological Resume

- Develop a Chronological Resume

Functional Resume

- Develop a Functional Resume

Cover Letter

- Take Cover Letter Test
- Develop and Write a Cover Letter

Job Application

- Complete a Job Application

Job Search Skills

- Analyze Resources to Successfully Search for a Job
- Complete job search skills worksheets

Interview Techniques

- Develop Interviewing Techniques
- Analyze and Respond to Questions Employers Ask During Interviews
- Mock Interview / Test

<p><u>Comment:</u> The parties agree that the training identified in this Curriculum may be revised from time-to-time during the term of this Agreement at the request of Contractor and with the prior written approval of ETP. (See also Section 12 in this Agreement.)</p>
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